

Prettyman, Gary

13-47a

Vincent
~~Kevin~~ Kevin

From: Prettyman, Gary
Sent: Tuesday, December 03, 2013 3:10 PM
To: Vincent.lkwuagwu@state.de.us
Subject: UW DE DSIC audit customer bills
Attachments: customer bills.pdf

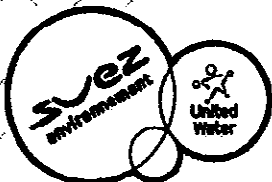
Vincent, attached are some sample customer bills that you requested.

We can only print bills that are within 1 year old. For bills older than 1 year, which is for the period requested, we printed a screen which shows all the components of the bill.

I believe this takes care of all your requested information.

Gary

RECEIVED
2013 DEC 4 PM 1 03
DELAWARE P.S.C.

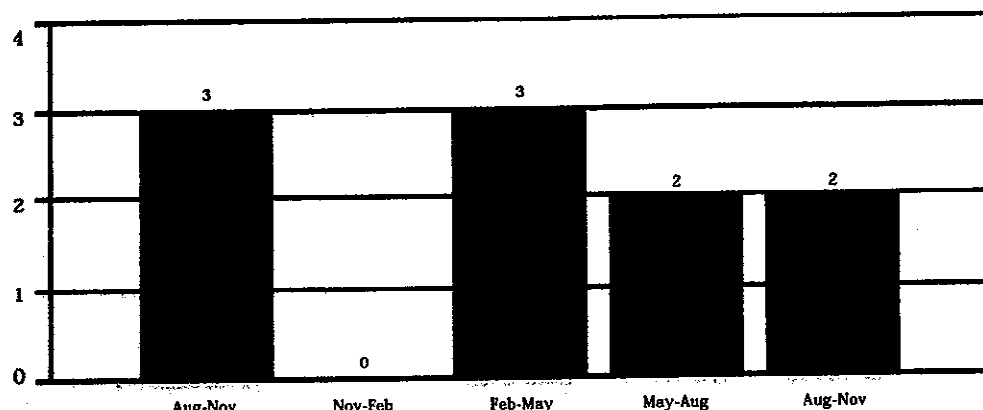


UNITED WATER

United Water Delaware
Customer Service Center
P.O. Box 6508
Wilmington, DE 19804
Telephone: 302-633-5900
www.unitedwater.com

USAGE HISTORY

Quarterly usage in Thousands of Gallons



Next meter reading date: on or about

Billing Date: 11/21/12
Account Number: 02700858930000

Previous Balance	\$49.41
Payments Through 11/21/12	THANK YOU \$49.41CR
Balance Forward	\$0.00
Current Charges Due 12/21/2012	\$49.41
TOTAL AMOUNT DUE	\$49.41

*PAY BY 12/26/2012 TO AVOID A 1.5% LATE PAYMENT CHARGE

SERVICE TO: [REDACTED]

SERVICE ADDRESS: [REDACTED] HRMNY WDS NEWARK DE

Meter Number	Service		Days of Service	Meter Reading		Usage	Unit of Measure	Reading Type	Rate
	From	To		Previous	Present				
01080231	08/27/12	11/21/12	86	0305	0307	2	MGL	ACTUAL	RSQ
						EQUIVALENT TO	2,000 GALLONS		

SERVICE CHARGE
WATER CHARGES
PUBLIC FIRE MQ

\$35.10
\$6.76
\$6.63

DSIC SURCHG
TOTAL CURRENT CHARGES

\$0.92
\$49.41

SEE REVERSE SIDE FOR IMPORTANT ACCOUNT INFORMATION

IMPORTANT MESSAGES

Your consumption is based on an actual reading of your water meter.
United Water's fall 2012 fire hydrant inspection and operational testing program is slated to begin Monday, September 17 and run for approximately eight weeks. Flushing will occur Mon. - Thurs., 8:00 a.m. - 4:00 p.m. Temporary reduction in water pressure or discoloration of water may occur. While safe to drink, customers may prefer to wait until it runs clear before drinking or washing clothes or dishes. Each Saturday during flushing operations, our website features the following week's schedule.
Water utilities recover fixed costs of critical water system improvements through a charge on your water bill called a Distribution System Improvement Charge (DSIC). This bill contains an increase in the DSIC charge amounting to 63 cents more a month for the average UWDE residential customer. This reflects approval by the Delaware Public Service Commission for an increase in the DSIC rate from 1.25% to 1.89%. Save a stamp and go paperless today! Log on to www.unitedwater.com or call Customer Service to find out more information and to enroll in eBilling.

PLEASE DETACH HERE AND RETURN THE BOTTOM PORTION WITH YOUR PAYMENT IN THE RETURN ENVELOPE PROVIDED.



UNITED WATER
Customer Service Center
P.O. Box 6508
Wilmington, DE 19804

Temp - Return Service Requested

SERVICE ADDRESS: [REDACTED] HRMNY WDS
NEWARK DE



Please check this box if you have made any changes to the information on the reverse side.

000636



****AUTO**5-DIGIT 19713 636 T3:3 636 1 AV 0.350



NEWARK DE 19713-1953

Account Number: 02700858930000

Balance Forward \$0.00

Current Charges Due 12/21/2012 \$49.41

TOTAL AMOUNT DUE **\$49.41**

Please make payable to: UNITED WATER DELAWARE

Payment Amount Enclosed \$ _____



UNITED WATER DELAWARE
PAYMENT CENTER
PO BOX 371804
PITTSBURGH PA 15250-7804

0270085893000000000004941000000009

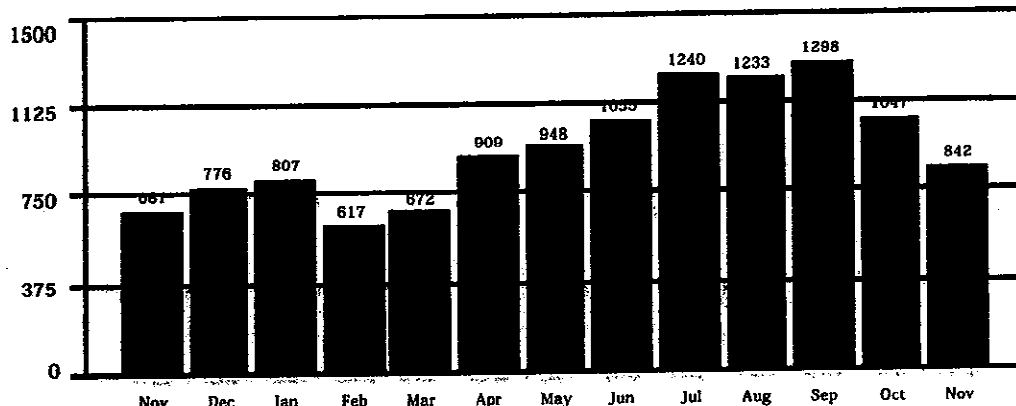


UNITED WATER

United Water Delaware
Customer Service Center
P.O. Box 6508
Wilmington, DE 19804
Telephone: 302-633-5900
www.unitedwater.com

USAGE HISTORY

Monthly usage in Thousands of Gallons



Next meter reading date: on or about 12/10/2012

Billing Date: 11/13/12
Account Number: 02707777730000

Previous Balance	\$9,176.55
Payments Through 11/13/12 THANK YOU	\$9,176.55CR
Balance Forward	\$0.00
Current Charges Due 12/13/2012	\$3,409.45
TOTAL AMOUNT DUE	\$3,409.45

*PAY BY 12/14/2012 TO AVOID A 1.5% LATE PAYMENT CHARGE

SERVICE TO: [REDACTED]

SERVICE ADDRESS: [REDACTED] NEWARK DE

Meter Number	Service		Days of Service	Meter Reading		Usage	Unit of Measure	Reading Type	Rate
	From	To		Previous	Present				
09700092A	10/11/12	11/09/12	29	000012	000012	0	MGL	ACTUAL	CMM
09700092B	10/11/12	11/09/12	29	034183	035025	842	MGL	ACTUAL	CMM
						EQUIVALENT TO	842,000 GALLONS		

SERVICE CHARGE
WATER CHARGES
PUBLIC FIRE MO

\$315.41
\$2,854.04
\$176.76

DSIC SURCHG
TOTAL CURRENT CHARGES

\$63.24
\$3,409.45

SEE REVERSE SIDE FOR IMPORTANT ACCOUNT INFORMATION

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PLEASE DETACH HERE AND RETURN THE BOTTOM PORTION WITH YOUR PAYMENT IN THE RETURN ENVELOPE PROVIDED.



UNITED WATER
Customer Service Center
P.O. Box 6508
Wilmington, DE 19804

Temp - Return Service Requested

SERVICE ADDRESS: [REDACTED]
NEWARK DE

☐ Please check this box if you have made any changes to the information on the reverse side.

000768



AUTOSCH 3-DIGIT 197 768 T4:7 768 1 AT 0.374



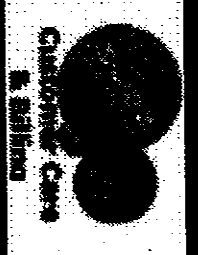
NEWARK DE 19714-8033

0270777773000000000340945000000000

Account Number:	02707777730000
Balance Forward	\$0.00
Current Charges Due 12/13/2012	\$3,409.45
TOTAL AMOUNT DUE	\$3,409.45
Please make payable to: UNITED WATER DELAWARE	
Payment Amount Enclosed	\$ _____



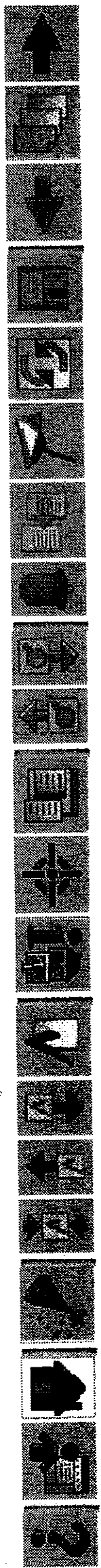
UNITED WATER DELAWARE
PAYMENT CENTER
PO BOX 371804
PITTSBURGH PA 15250-7804



Oracle Utilities Customer Care and Billing V2.3.1

Bill Segment

Tuesday - December 3, 2013



[Main](#)
[Read Details](#)
[Items](#)
[SQ Details](#)
[Calc Lines](#)
[Financial Details](#)
[Bill Segment Messages](#)
[Sub Bill Segment](#)

Bill Seg Info
 027 - Delaware / Delaware - Water Commercial Mo, Frozen, Period: 08-14-2012 - 09-13-2012, \$499.85, 2177930802

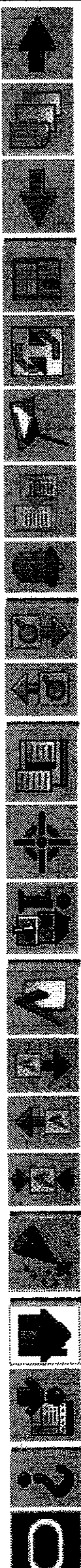
Bill Segment ID 217795743050

Bill Seg Hdr 1 of 1

Sequence 1 **Start Date** 08-15-2012 **End Date** 09-13-2012 **Amount** \$499.85

Desc on Bill COMMERCIAL WATER MONTHLY Rate Version Commercial Water Monthly 09-20-2011

Calc Line Char	Sequence	Description on Bill	Calculated Amount	Print	Appears in Summary	Unit of Measur
	1	SERVICE CHARGE	\$137.08	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Thousands of (
	2	WATER CHARGES	\$298.28	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	3	PUBLIC FIRE MO	\$55.22	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	4	NET PRE-TAX AMOUNT	\$490.58	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	5	DSIC SURCHG	\$9.27	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	6	TOTAL CURRENT CHARGES	\$499.85	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	



















Sub Bill Segment

Bill Segment ID 979309282117

1 of 1

Amount \$688.25

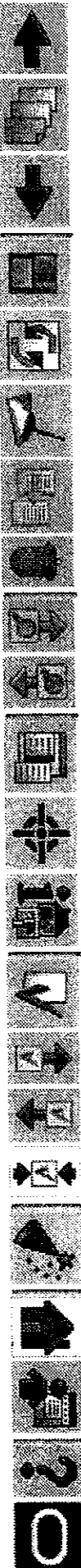


Calc Line Char	Sequence	Description on Bill	Calculated Amount	Print	Appears in Summary	Unit of Measure
	1	SERVICE CHARGE	\$120.81			Thousands of
	2	WATER CHARGES	\$501.66			
	3	PUBLIC FIRE QU	\$53.01			
	4	NET PRE-TAX AMOUNT	\$675.48			
	5	DSIC SURCHG	\$12.77			
	6	TOTAL CURRENT CHARGES	\$688.25			

Oracle Utilities Customer Care and Billing V2.3.1

Bill Segment

Monday - December 2, 2013



Main Read Details Items SG Details Calc Lines Financial Details Bill Segment Messages Sub Bill Segment

Bill Seg Info 027 - Delaware / Delaware - Water Residential Q, Frozen, Period: 12-07-2011 - 03-07-2012, \$63.45, 3468140480

Bill Segment ID 346815413005

Bill Seg Hdr 1 of 1

Sequence 1 Start Date 12-08-2011 End Date 03-07-2012 Amount \$63.45

Desc on Bill Residential Water Quarterly Rate Version Residential Water Quarterly 09-20-2011

Calc Line Char	Sequence	Description on Bill	Calculated Amount	Print	Appears in Summary	Unit of Measure	Time of Use
	1	SERVICE CHARGE	\$35.10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Thousands of Gallons	
	2	WATER CHARGE TO 5 MGL	\$16.91	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Thousands of Gallons	
	3	WATER CHARGE B/W 5 AND 20 MGL	\$4.03	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Thousands of Gallons	
	4	WATER CHARGES	\$20.94	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
	5	PUBLIC FIRE MQ	\$6.63	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
	6	NET PRE-TAX AMOUNT	\$62.67	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
	7	DSIC SURCHG	\$0.78	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
	8	TOTAL CURRENT CHARGES	\$63.45	<input type="checkbox"/>	<input type="checkbox"/>		

Dashboard

CIS Division

1 of 1 displayed

Alerts

Last Contact: 327 days ago -

System, English

10 Open Contact(s) for Person

Current Context

3468140000 7

Residential, \$0.81,

3468140000

CLYMNT HTS,
CLAYMONT, DE, 19703

Financial Information

Current Balance \$0.81

Last Payment 10-09-2013, \$54.03

Last Billed 09-05-2013, \$54.03,

Due Date 10-07-2013

Previous Bill 06-04-2013, \$57.22

Next Bill Date 12-04-2013

Customer Contact

Last 327 days ago -

System, English

Type

Comment

Add Contact

Current To-Do

Favorite Links

Customer Contact +

Start/Stop

Service Point

Service Agreement

Oracle Utilities Customer Care and Billing V2.3.1

Bill Segment

Monday - December 2, 2013

Customer Care & Billing

Navigation icons: Home, Back, Forward, Search, Print, etc.

Main

Read Details

Items

SG Details

Calc Lines

Financial Details

Bill Segment Messages

Sub Bill Segment

Bill Seg Info

027 - Delaware / Delaware - Water Residential Q, Frozen, Period: 01-11-2012 - 04-12-2012, \$143.54, 0659730557

Bill Segment ID 065971430816

Bill Seg Hdr

1 of 1

Sequence 1		Start Date 01-12-2012	End Date 04-12-2012	Amount \$143.54			
Desc on Bill Residential Water Quarterly		Rate Version	Residential Water Quarterly 09-20-2011				
Calc Line Char	Sequence	Description on Bill	Calculated Amount	Print	Appears in Summary	Unit of Measure	Time of Use
1		SERVICE CHARGE	\$35.10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Thousands of Gallons	
2		WATER CHARGE TO 5 MGL	\$16.91	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Thousands of Gallons	
3		WATER CHARGE B/W 5 AND 20 MGL	\$60.42	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Thousands of Gallons	
4		WATER CHARGE FOR OVER 20 MGL	\$22.71	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Thousands of Gallons	
5		WATER CHARGES	\$100.04	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
6		PUBLIC FIRE MQ	\$6.63	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
7		NET PRE-TAX AMOUNT	\$141.77	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
8		DSIC SURCHG	\$1.77	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
9		TOTAL CURRENT CHARGES	\$143.54	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

Financial Information

Current Balance \$2.49

Last Payment 11-18-2013, \$166.03

Last Billed 10-09-2013, \$166.03

Due Date 11-08-2013

Previous Bill 07-10-2013, \$254.87

Next Bill Date 01-08-2014

Customer Contact

Last 17 days ago -

System, English

Type

Comment

Add Contact

Current To-Do


Favorite Links

Customer Contact +

Start/Stop

Service Point

Service Agreement



Oracle Utilities Customer Care and Billing V2.3.1

Monday - December 2, 2013

Bill Segment

027 - Delaware / Delaware - Water Residential Q, Frozen, Period: 02-23-2012 - 05-23-2012, \$52.53, 0858930541

Bill Seg Hdr 1 of 1

Sequence 1 Start Date 02-24-2012 End Date 05-23-2012 Amount \$52.53

Desc on Bill Residential Water Quarterly Rate Version Residential Water Quarterly 09-20-2011

Bill Seg Info

027 - Delaware / Delaware - Water Residential Q, Frozen, Period: 02-23-2012 - 05-23-2012, \$52.53, 0858930541

Bill Segme

Calc Line Char	Sequence	Description on Bill	Calculated Amount	Print	Appears in Summary	Unit of Measure
1	1	SERVICE CHARGE	\$35.10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Thousands of Gallons
2	2	WATER CHARGE TO 5 MGL	\$10.15	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
3	3	WATER CHARGES	\$10.15	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
4	4	PUBLIC FIRE MQ	\$6.63	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
5	5	NET PRE-TAX AMOUNT	\$51.88	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
6	6	DSIC SURCHG	\$0.65	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7	7	TOTAL CURRENT CHARGES	\$52.53	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	